PTO/SB/21 (08-00) e a plus sign inside this box Approved for use through 10/31/2002. OMB 0651-0031 U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. Application Number 10/665,741 **TRANSMITTAL** Filing Date September 22, 2003 **FORM** Masatsugu SHIBUNO First Named Inventor **Examiner Name** (to be used for all correspondence after initial filing) Not Yet Assigned Group Art Unit 3627 Total Number of Pages in This Submission Attorney Docket No. 116692004500 ENCLOSURES (check all that apply) Assignment Papers After Allowance Communication Fee Transmittal Form to Group (for an Application) Appeal Communication to Board of Fee Attached x Drawing(s) Appeals and Interferences Appeal Communication to Group Amendment/Reply Licensing-related Papers (Appeal Notice, Brief, Reply Brief) Petition After Final **Proprietary Information** Petition to Convert to a Provisional Affidavits/declaration(s) Status Letter Application Power of Attorney, Revocation Other Enclosure(s) Extension of Time Request Change of Correspondence Address (please identify below) Express Abandonment Request Terminal Disclaimer Information Disclosure Statement Request for Refund Certified Copy of Priority CD, Number of CD(s) Document(s) Response to Missing Parts/ Incomplete Application Remarks Response to Missing Parts under 37 CFR 1.52 or 1.53 SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT Firm **MORRISON & FOERSTER LLP** 

Individual Name

Signature

Date

Alex Chartove -31,942

April 6, 2004



I hereby certify that this correspondence is being hand delivered to: Customer Window, U.S. Patent and Trademark Office, 2011 South Clark Place, Crystal Plaza Two, Lobby, Room 1803, Arlington, Virginia 22202, on the date shown

Dated: April 6, 2004 Signatu

Docket No.: 116692004500

(PATENT)

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

(Ayisha M. Roberts)

In re Patent Application of: Masatsugu SHIBUNO

Application No.: 10/665,741

Confirmation No.: 4687

Filed: September 22, 2003

Art Unit: 3627

For: ONE-TO-ONE BUSINESS SUPPORT SYSTEM

AND PROGRAM FOR IMPLEMENTING THE

**FUNCTION OF THE SYSTEM** 

Examiner: N/A

## **SUBMISSION OF REPLACEMENT DRAWINGS**

Customer Window
U.S. Patent and Trademark Office
2011 South Clark Place
Crystal Plaza Two, Lobby, Room 1B03
Arlington, Virginia 22202

Dear Sir:

Submitted herewith is one set (forty-nine sheets, forty-four figures) of replacement drawings for the above-identified patent application. Kindly substitute the enclosed replacement drawings for the drawings submitted with the originally filed application.

Dated: April 6, 2004

Respectfully submitted,

Alex Chartove

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